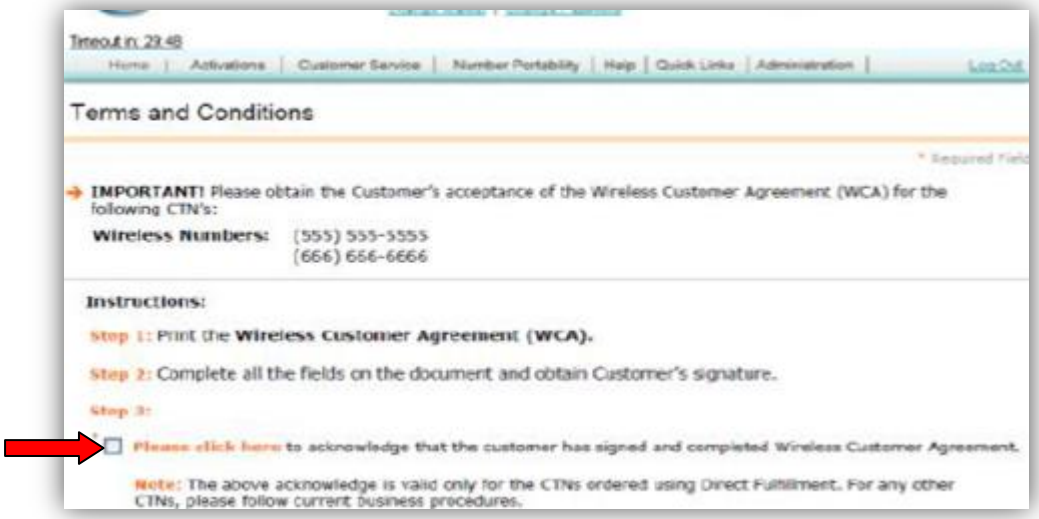
DIRECT FULFILLMENT – CONTRACT ACCEPTANCE POLICY

As per AT&T policy, all Direct Fulfillment Wireless Customer Agreements (WCA) must be mailed to the vendor (Scanning America) for electronic scanning and permanent storage. When Scanning America receives these agreements, they are prepared for scanning by indexing each by market, customer name, date, mobile #, etc.

Prime Communications will implement the following procedures to comply with AT&T's policy regarding Direct Fulfillment WCA.After completing the activation or upgrade at point-of-sale, there is a new screen with a check box where DSA must acknowledge the customer's written contract acceptance. PDC then adds the contract to the account. The customer calls the IVR upon receipt to complete the activation, but they do not have to accept Terms and Conditions again. Below are the steps in regards to proper WCA handling.

1) Go to MYCSP and print the WCA document.
2) Compete with required information and obtain customer signature.
3) Click the check box to acknowledge WCA.
4) Follow instructions in MYCSP to mail the document to ***Scanning America***.


Timeout in: 29:48
Home | Activations | Customer Service | Number Portability | Help | Quick Links | Administration | Log Out
Terms and Conditions
* Required Field
IMPORTANT! Please obtain the Customer's acceptance of the Wireless Customer Agreement (WCA) for the following CTN's:
Wireless Numbers: (555) 555-5555
(666) 666-6666
Instructions:
Step 1: Print the Wireless Customer Agreement (WCA).
Step 2: Complete all the fields on the document and obtain Customer's signature.
Step 3:
Please click here to acknowledge that the customer has signed and completed Wireless Customer Agreement.
Note: The above acknowledge is valid only for the CTNs ordered using Direct Fulfillment. For any other CTNs, please follow current business procedures.

CRITICAL, MUST KNOW/MUST DO:

- **The WCA must be filled out with all necessary details such as: Customer information, Wireless Equipment Information, Monthly Plan and Promotion, Optional Features/Rate Plan options, ESN/IMEI and customer's signature.**
- **Whether ONE or FIFTY, WCA's must be sent via UPS to Scanning America on a weekly basis (every Monday) to the following address listed below:**

Scanning America, Inc.
Attn: AT&T Optical
1440 North 3rd Street
Lawrence, KS66044-912